



**Malta Information Technology and Training  
Services Ltd**

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**Mobile Government  
m-Government Services System User Manual**

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Deputy CEO and Chief Information Office

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This report is a users manual for the m-Government Services System. Its scope is to guide the users through the system and offer a first line of support for the system.

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## 1.0 Introduction

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The aim of this document is to help all users making use of the web based m-Government Services System (m-Gov System). This guide will explain each web site screen present in the system and its related functionality, as well as map the business flows (i.e. registration, de-registration of a mobile number and/or subject) to the use of the web pages.

The registering or de-registering of a mobile user to a particular service has three distinct starting points:

1. The web master of a service receives an email (mobile-requests@gov.mt) from the m-Government web site relating to the Request for Service telling him/her that a particular person wants to register or un-register for the service.
2. A member of the general public physically approaches the department providing the service he/she wants to register or de-register for.
3. A business form is received by the service indicating that a particular user wants to register or de-register for the service.

In all these cases the requirement to register or de-register a user is the mobile number of the individual.

### 1.1 Assumptions


Upon registering an m-Gov service and the users authorised to use the service the following information is to be available.

1. A generic email address for the m-Gov service.
2. User names and passwords of the individuals (authorised m-Gov users) making use of the service (at least one authorised user must have administrator and message sending roles i.e. one could apart from sending messages, register and de-register mobile numbers and subjects).

## 2.0 User Guide

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### 2.1 Logging onto the m-Gov System

The image shows a web browser window displaying the 'm-Gov Login' screen. The title bar of the browser window is dark blue with the text 'm-Gov Login' in white. The main content area has a light blue background. At the top of this area, a message reads: 'Kindly note that your session will expire after 20 minutes. When this happens you will automatically be redirected back to this login page.' Below this message, there are two input fields: 'UserID:' followed by a text box, and 'Password:' followed by a text box. Below the password field, there are two buttons: 'Login' and 'Reset', both with blue backgrounds and white text.

**Figure 1:** *m-Gov Logon screen*

The m-Gov System is accessible from the following URL <http://mgov.intra.gov.mt> using a web browser.

On accessing the above URL the m-Gov Login screen is displayed. The user is to enter his user id and password on this screen in order to access the m-Gov System. One must take care that each session has an expiry of 20 minutes i.e. after 20 minutes the user is prompted to insert his/her user id and password again.

## 2.2 Main Screen

On inserting a valid user ID and password the user is prompted with an appropriate “Main Screen” depending on the role of the user:

- If the user has administrator and message sending rights than he/she is prompted with a screen as seen in figure 2. The user will have rights to register and de-register mobile numbers to a service, create or delete subjects for a service, register and de-register mobile numbers to subjects and send SMS messages.
- If the user has administrator rights only he/she will be prompted with a screen as seen in figure 3. The user will have rights to register and de-register mobile numbers to a service, create or delete subjects for a service and register and de-register mobile numbers to subjects.
- If the user has message sending rights only he/she is prompted with a screen as seen in figure 4. The user will only have rights to send SMS messages.

### 2.2.1 Main Screen - Administrator and Message Sending Roles

The screenshot displays the 'm-Gov Menu' interface. At the top, a dark blue header contains the text 'm-Gov Menu'. Below this, a light blue navigation bar includes links for 'Send Message', 'Message Status', 'Change Password', 'Logoff', and 'Help'. The central area features a white box titled 'Administrator Options'. Inside this box, the '\*Choose Service' section contains a dropdown menu with the selected option '(Select Service)' and a list item 'medical appointments - 500777'. To the right, the 'Choose Action' section contains five blue buttons: 'Register Users', 'Unregister Users', 'Maintain Subjects', 'Register Users/Subject(s)', and 'Unregister Users/Subject(s)'. At the bottom of the screen, a footer bar contains the text 'Fields marked \* are mandatory' on the left, 'Version 1.04' in the center, and 'You are currently logged in as: chris003' on the right.

**Figure 2:** Entry Screen for an administrator and message sender user (all options are enabled)

As an administrator and message sender the user has the following options to choose from:

- Register Users:  
Register mobile numbers to a service
- Un-register Users:  
Un-register mobile numbers from a service
- Maintain Subjects:

Create subjects or deactivate subjects of a service

- Register Users to Subjects:  
Link mobile users to a subject/s
- Un-register Users to Subjects:  
Un-link mobile users to a subject/s
- Send Message:  
Send SMS messages to registered users of a service/subject
- Message Status:  
Display the status of a particular message
- Change Password:  
Change password of the user currently logged onto the system
- Logoff:  
Logoff the m-Gov System
- Help:  
Displays a help screen on the current page (refer to figure 5)



### 2.2.2 Main Screen - Administrator Role

The screenshot shows the 'm-Gov Menu' interface for an administrator. At the top, there's a dark blue header with 'm-Gov Menu' in white. Below it, a light blue navigation bar contains links: 'Message Status', 'Change Password', 'Logoff', and 'Help'. The main content area is light blue and features a central box titled 'Administrator Options'. Inside this box, there are two sections: '\*Choose Service' and 'Choose Action'. The '\*Choose Service' section has a dropdown menu currently showing '(Select Service)' and 'medical appointments - 500777'. The 'Choose Action' section contains five blue buttons: 'Register Users', 'Unregister Users', 'Maintain Subjects', 'Register Users/Subject(s)', and 'Unregister Users/Subject(s)'. At the bottom of the main content area, there are three pieces of information: 'Fields marked \* are mandatory' on the left, 'Version 1.04' in the center, and 'You are currently logged in as: chris001' on the right.

**Figure 3:** Entry Screen for an administrator only user (send message option is disabled)

As an administrator the user has the following options to choose from:

- Register Users:  
Register mobile numbers to a service
- Un-register Users:  
Un-register mobile numbers from a service
- Maintain Subjects:  
Create subjects or deactivate subjects of a service
- Register Users to Subjects:  
Link mobile users to a subject/s
- Un-register Users to Subjects:  
Un-link mobile users to a subject/s
- Message Status:  
Display the status of a particular message
- Change Password:  
Change password of the user currently logged onto the system
- Logoff:  
Logoff the m-Gov System
- Help:  
Displays a help screen on the current page (refer to figure 5)

### 2.2.3 Main Screen - Message Sending Role

Send SMS Message

Message Status | Change Password | Logoff | Help

Service: (Select Service)

Mobile No:

Subject:

Message:

Message Length: 0 (Max 160)

Send Message Clear

Fields marked \* are mandatory

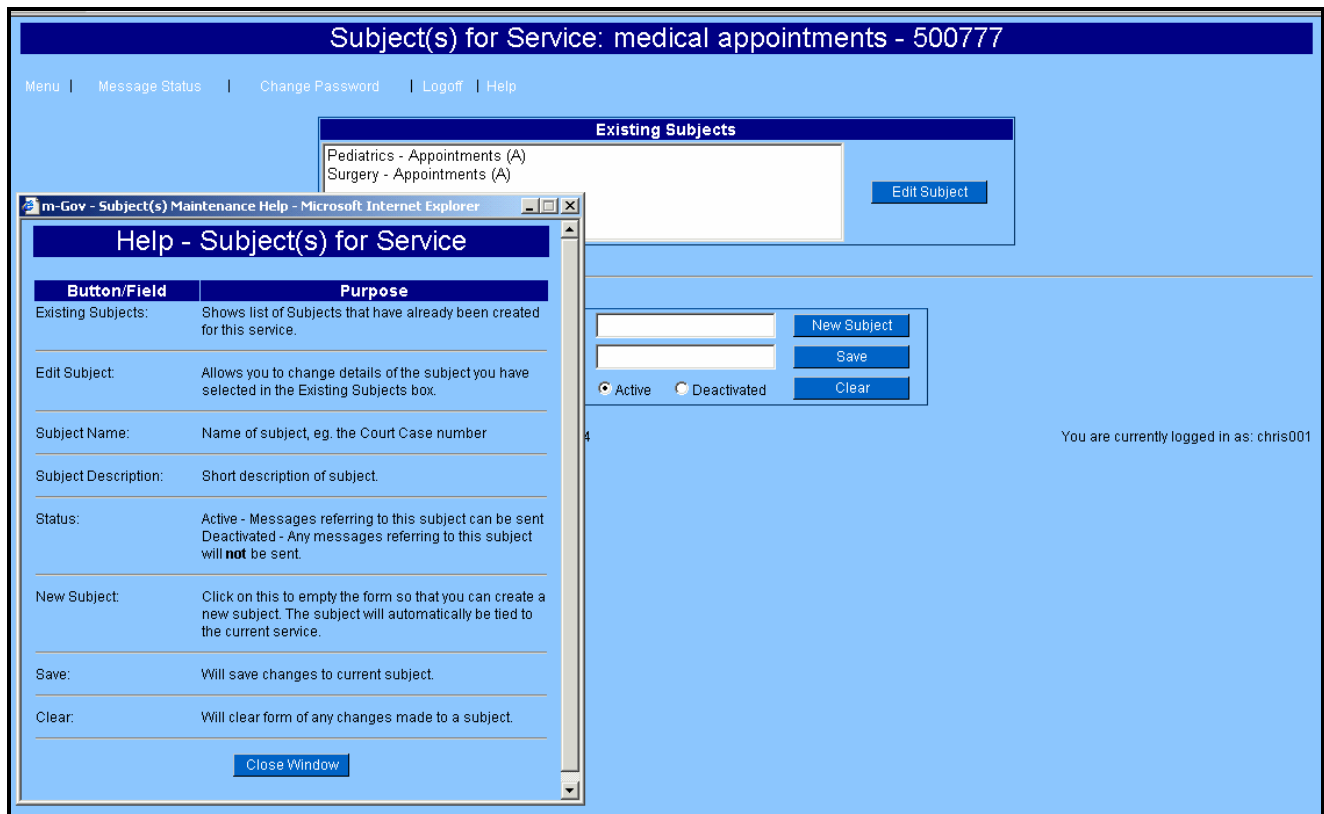
Version 1.04

You are currently logged in as: chris002

**Figure 4:** Entry Screen for a message sender user (the user can only send SMS messages)

As a message sender the user has the following options to choose from:

- **Send Message:**  
Send SMS messages to registered users of a service/subject
- **Message Status:**  
Display the status of a particular message
- **Change Password:**  
Change password of the user currently logged onto the system
- **Logoff:**  
Logoff the m-Gov System
- **Help:**  
Displays a help screen on the current page (refer to figure 5)



**Figure 5:** An example of a help screen relating to “Maintain Subjects” option

## 2.3 Register/Edit Users Screen

This screen is accessed from the “Register Users” option available from the main screen. One must note that this option is only accessible by administrators.

Register User for 'medical appointments - 500777'

Menu | Message Status | Change Password | Logoff | Help

Existing Registered Users	
0035679384089 (A)	Edit User
0035679444555 (D)	
0035699789456 (A)	

\*Mobile Number:  New Reg. User

Status: ☐ Active ☐ Deactivated Save Clear

Fields marked \* are mandatory Version 1.04 You are currently logged in as: chris001

**Figure 6:** Registering mobile numbers to a service

As described in the introduction the only prerequisite for a client to receive SMS messages from an m-Government service is having his/her mobile number linked to that service. From this screen one can register mobile numbers, deactivate mobile numbers and edit existing mobile registrations.

### 2.3.1 Registering a mobile number

To register a new mobile number one is to insert the mobile number in international format (i.e. with prefix 00356) in the “mobile number” text field and click on the “Save” button. If the number is a valid mobile number then it is inserted into the table of registered users and an “A” (indicating that it is active) is seen near the number.

### 2.3.2 Editing a mobile registration

To edit a mobile number or registration, that is either to modify the mobile number or set the state from active “A” to deactivated “D” or vice versa, one is to highlight the number from the list of existing registered users and click on the “Edit User” button. After clicking the “Edit User” button the mobile number is displayed in the mobile number text field and the appropriate status of the number will also be displayed. Any changes required are to be modified (i.e. either the state or the mobile number) and afterwards the “Save” button is to be clicked. The modifications done are then displayed in the list of existing registered users.

## 2.4 Un-Register Users Screen

This screen is accessed from the “UnRegister Users” option available from the main screen. One must note that this option is only accessible by administrators.

Using this screen an administrator can un-register one or more mobile numbers from a service.

**Figure 7:** *Un-registering mobile numbers to a service*

The only prerequisite for a client to terminate receiving SMS messages from an m-Government service is having his/her mobile number unlinked to that service.

### 2.4.1 Un-Registering a mobile number

The Un-registering process is a two-step process. First, the number/s to be un-registered are to be inserted into the “Revoke Subscription” list and after that removed.

To insert the mobile numbers into the “Revoke Subscription” list one is to highlight the number from the “Registered Users” list and click on the “Delete” button. Once the number/s to be un-subscribed are within the “Revoke Subscription” list, clicking on the “Save” button will unsubscribe the mobile number/s from the service. This option does not delete the number but sets its state to “D” (De-activated).

If a mobile number is mistakenly selected and displayed in the “Revoked Subscription” list then it could be highlighted and removed using the “Remove” button.



## 2.5 Maintain Subjects Screen

This screen is accessed from the “Maintain Subjects” option available from the main screen. One must note that this option is only accessible by administrators.

Using this screen an administrator can create, maintain, and deactivate subjects.

**Figure 8:** *Creating subjects for a service*

### 2.5.1 Creating a subject

To create a new subject one is to insert the subject name into the “Subject Name” text field and a description of the subject in the “Subject Description” text field and click on the “Save” button. If the description is a valid one then it is inserted into the list of existing subjects and an “A” (indicating that it is active) is seen near the subject.

### 2.5.2 Editing a subject

To edit a subject, that is either to modify the name, description or set the state from active “A” to deactivated “D” or vice versa, one is to highlight the subject from the list of existing subjects and click on the “Edit Subject” button. After clicking the “Edit Subject” button the subject and appropriate description are displayed in the “Subject Name” and “Subject Description” text field whilst the appropriate status of the subject will also be displayed. Any changes required are to be performed and afterwards the “Save” button is to be clicked. The modifications done are then displayed in the list of existing registered users.

### 2.5.3 De-activating a subject

De-activating a subject is similar to editing a subject, the only difference is that the status is set to de-activated and the “Save Button” is then clicked. A popup message will be displayed to confirm the de-activation process.

## 2.6 Link Registered Users to Subject Screen

This screen is accessed from the “Register Users/Subjects” option available from the main screen. One must note that this option is only accessible by administrators.

Using this screen an administrator can link registered mobile numbers to activated subjects. In figure 9 below one may observe that the “Registered Users” list contains all the mobile numbers registered for the service whilst the “Subjects” list contains all the active subjects for the appropriate service.

Link Registered User(s) to Subject(s) for : 'medical appointments - 500777'

Menu | Change Password | Logoff | Help

Registered Users	Subjects	Registered Users - Subjects
0035679384069	Pediatrics	0035699789456 - Pediatrics
0035699789456	Surgery	

Link Remove Link

Save

Fields marked \* are mandatory Version 1.04 You are currently logged in as: chris001

**Figure 9:** Linking registered mobile users to active subjects

### 2.6.1 Create Registered Users to Subject Links

To create a link between a registered user and an active subject one is to initially select the mobile number and subject required from the “Registered Users” list and “Subjects” lists respectively and then click on the “Link” button. The selected link will then be displayed in the “Registered Users – Subjects” list. If the link is correct then the “Save” button is to be clicked to create the link.

If an unwanted link is created and displayed in the “Registered Users – Subjects” list then it could be highlighted and removed using the “Remove Link” button.



## 2.7 Remove Linked Registered Users and Subjects Screen

This screen is accessed from the “UnRegister Users/Subjects” option available from the main screen. One must note that this option is only accessible by administrators.

Using this screen an administrator can delete existing mobile number to subject links. In figure 10 below one may observe that the “Existing Links” list contains all the mobile numbers to subjects links registered for the service.

**Remove Linked Registered User(s) and Subject(s) for 'medical appointments - 500777'**

Menu | Change Password | Logoff | Help

Existing Links	To Be Deleted
0035679384089 - Surgery	0035679384089 - Surgery
0035699789456 - Pediatrics	
0035699789456 - Surgery	

Delete Link Remove

Save

Fields marked \* are mandatory Version 1.04 You are currently logged in as: chris001

**Figure 10:** Removing subject to mobile user links

### 2.7.1 Remove a mobile number / subject Link

The delete process is a two-step process. First, the link to be deleted is to be inserted into the “To Be Deleted” list and after that removed. To insert the link into the “To Be Deleted” list one is to highlight the link from the “Existing Links” list and click on the “Delete Link” button. Once the links to be deleted are within the “To Be Deleted” list, clicking on the “Save” button will delete the mobile numbers / subjects links.

If a link is mistakenly selected and displayed in the “To Be Deleted” list then it could be highlighted and removed using the “Remove” button.

## 2.8 Send SMS Messages Screen

This screen is accessed from the “Send Message” option available from the main screen. This option is accessible by administrators with message sending roles or a user with message sending roles.

Using this screen a user can compile an SMS message and submit it. In figure 11 and 12 below one may observe that the user has to select a service, insert a mobile number, select a related subject depending on the mobile number entered and insert a message of not longer than 160 characters.

The screenshot shows the 'Send SMS Message' interface. At the top is a navigation bar with links: Menu, Message Status, Change Password, Logoff, and Help. The main form contains the following fields:

- Service:** A dropdown menu with 'medical appointments' selected.
- Mobile No:** A text input field containing '0035679357753'.
- Subject:** A dropdown menu with '(NO SUBJECT)' selected.
- Message:** A text area containing 'Your appointment for the scan is postponed till ....'.
- Message Length:** A text input field showing '52' with '(Max 160)' next to it.

At the bottom of the form are two buttons: 'Send Message' and 'Clear'. Below the form, the text 'Fields marked \* are mandatory' is on the left, 'Version 1.04' is in the center, and 'You are currently logged in as: chris003' is on the right.

**Figure 11:** sending a message with no subject related

This screenshot shows the same 'Send SMS Message' interface as Figure 11, but with different data entered:

- Service:** 'medical appointments' (unchanged).
- Mobile No:** '0035679384089'.
- Subject:** 'Surgery'.
- Message:** 'Your appointment has been postponed to ....'.
- Message Length:** '43' with '(Max 160)'.

The 'Send Message' and 'Clear' buttons are still present at the bottom of the form. The footer text remains the same: 'Fields marked \* are mandatory', 'Version 1.04', and 'You are currently logged in as: chris003'.

**Figure 12:** Sending a message with a related subject

### 2.8.1 Creating and submitting an SMS message

The following steps have to be followed in sequence to compile and send a message:

1. A service has to be selected from the drop down list “Service”.
2. The mobile number of the mobile recipient has to be entered in the “mobile no” text field. The mobile number entered does not have to be in international format i.e. the prefix 00356 does not have to be inserted since this is done automatically. Therefore one can enter 79123456 instead of 0035679123456.
3. Depending on the mobile number entered in step 2 the “Subject” drop down list is populated with the appropriate subjects the mobile number is linked to (refer to section 2.6). The user is to select one of the entries in the “Subject” drop down list. If a subject is not desirable the user can select the *No Subject* entry.
4. The message is finally entered in the “Message” text area provided (the message should be no longer than 160 characters) and the “Send Message” button clicked to submit the SMS message.

## 2.9 Messages Status Screen

This screen is accessed from the “Message Status” option available from the main screen. This option is accessible by both administrators and users with message sending roles.

Using this screen a user can view the status of each message sent. The possible states of a message are:

- if it was processed by the m-Gov gateway
- if it arrived at the appropriate mobile operator
- if it was delivered to the mobile recipient
- if the m-Gov gateway responded back to the service

The requirement for this screen is the Unique Transaction ID of the message sent. This is retrieved from the reply email sent by the m-Gov System to the service for each manual SMS sent (refer to figure 15).

The screenshot shows a web application titled "View Message Status". At the top, there is a dark blue header bar with the title in white. Below the header, there is a light blue navigation bar containing links: "Menu", "Change Password", "Logoff", and "Help". Below the navigation bar, there is a search section with the label "Message ID:" followed by a text input field, a "Search" button, and a "Clear" button. Below the search section, there is a horizontal line. Below the line, there is a footer section with three items: "Fields marked \* are mandatory" on the left, "Version 1.04" in the center, and "You are currently logged in as: chris001" on the right.

**Figure 13:** *Message status screen*

### 2.9.1 Statuses of a particular message

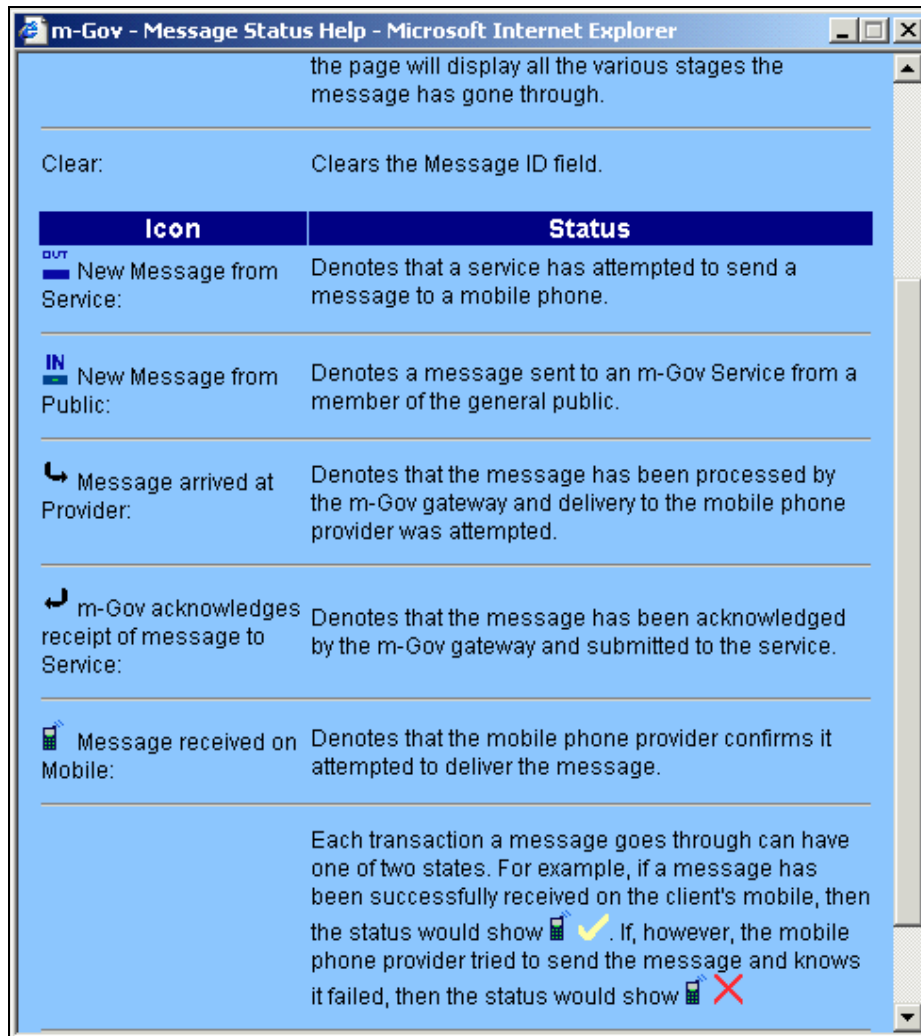
To view the status of a message the Unique Message ID (refer to figure 15) is to be inserted into the “Message ID” field and the “Search” button clicked. A screen (similar to figure 14) is then displayed that explains in detail the status of the message (refer to figure 16 for explanations on each message status).

View Message Status												
Menu   Change Password   Logoff												
Message ID: <input type="text" value="fef6708abc2cb0f55374e35e35afd402faf8ed81eae7c53dd5c522386f7855c2"/> <input type="button" value="Search"/> <input type="button" value="Clear"/>												
<b>Mobile No.:</b> 0035699458592	<b>Service:</b> Court Deferrals	<b>Subject:</b> N/A										
<b>Message:</b> MGOV TEST												
<b>Message ID:</b> fef6708abc2cb0f55374e35e35afd402faf8ed81eae7c53dd5c522386f7855c2												
<table border="1"> <thead> <tr> <th></th> <th>Date</th> </tr> </thead> <tbody> <tr> <td> ✓</td> <td>12/02/2003 10:06:08</td> </tr> <tr> <td> ✓</td> <td>12/02/2003 10:10:14</td> </tr> <tr> <td> ✓</td> <td>12/02/2003 10:08:36</td> </tr> <tr> <td> ✓</td> <td>12/02/2003 10:10:14</td> </tr> </tbody> </table>				Date	✓	12/02/2003 10:06:08	✓	12/02/2003 10:10:14	✓	12/02/2003 10:08:36	✓	12/02/2003 10:10:14
	Date											
✓	12/02/2003 10:06:08											
✓	12/02/2003 10:10:14											
✓	12/02/2003 10:08:36											
✓	12/02/2003 10:10:14											
<p>Key to Icons</p> <p>Fields marked * are mandatory</p>												
		You are currently logged in as: court001 Version 1.02										

Figure 14: Message status screen for a specific message

Forwarded Mail - mGov:Automatic notification service	
Message Edit Attachment Send Options Help	
TeamWARE	
Sender:	admin@gov.mt
Subject:	mGov:Automatic notification service
Message text:	Sent: 2/12/2003 10:11 AM
<p>Dear Sir/Madam,</p> <p>The following transaction has been processed by the mGov Gateway.</p> <p>-----</p> <p>Unique ID of message is: <b>fef6708abc2cb0f55374e35e35afd402faf8ed81eae7c53dd5c522386f7855c2</b></p> <p>Originator ID of message is:500501</p> <p>Destination ID of message is:500510</p> <p>Message Timestamp:12/02/2003 10:11:54</p> <p>Message Type is:53</p> <p>Message is:MGOV TEST</p> <p>Recipient Mobile:0035699458592</p> <p>Message State:0</p> <p>-----</p> <p>Please act accordingly</p> <p>mGov Gateway v:1.5</p>	

Figure 15: Email received by service once a message has been compiled. The highlighted value is the required Unique Transaction ID.



**Figure 16:** Message status help file describing the statuses of a message.

## 2.10 Change Password Screen

This screen is accessed from the “Change Password” option available from the main screen. This option is accessible by both administrators and users with message sending roles.

Using this screen a user can change ones current password. This is achieved by inserting ones current password in the “Current Password” text field and inserting twice the new password in the “New Password” and “Verify Password” text fields. Finally the “Change” button is clicked to save the change.

Change Password

Menu | Message Status | Logoff | Help

Current password: \*\*\*\*\*

New password: \*\*\*\*\*

Verify password: \*\*\*\*\*

Change Reset

Fields marked \* are mandatory

Version 1.04

You are currently logged in as: chris003

**Figure 17:** *Change password screen*